



UNITED STATES DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. Census Bureau
Washington, DC 20233-0001

2020 CENSUS PROGRAM MEMORANDUM SERIES: 2016.15

Date: September 15, 2016

MEMORANDUM FOR: The Record

From: Lisa M. Blumerman (**signed September 15, 2016**)
Associate Director, Decennial Census Programs

Subject: Census Questionnaire Assistance Detailed Operational Plan

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This memorandum documents the release of the 2020 Census Detailed Operational Plan for the Census Questionnaire Assistance operation. This document baselines the overall plan, as well as specific details of the Census Questionnaire Assistance operation. It will be updated over time to reflect changes in strategies and development that result from census planning, research, and testing activities.

The Census Questionnaire Assistance operation interfaces with respondents over the phone and through other customer channels to assist them with responding to and completing census questionnaires.

The 2020 Census Memorandum Series

The 2020 Census Memorandum Series documents significant decisions, actions, and accomplishments of the 2020 Census Program for the purpose of informing stakeholders, coordinating interdivisional efforts, and documenting important historical changes.

A memorandum generally will be added to this series for any decision or documentation that meets the following criteria:

1. A major program level decision that will affect the overall design or have significant effect on the 2020 Census operations or systems.
2. A major policy decision or change that will affect the overall design or significantly impact the 2020 Census operations or systems.
3. A report that documents the research and testing for the 2020 Census operations or systems.

Visit 2020 Census on Census.gov to access the Memorandum Series, the 2020 Operational Plan and other information about preparations for the 2020 Census.